

NEWS LETTER

THE HEALTH & SOCIAL CARE SKILLS ACADEMY

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MEDICATION & SKILLS EVENT



The West and North London Health & Social Care Skills Academy was pleased to support the recent Care Provider Optimisation of Medication and Skills Event, held on 18 June 2026 at Brent Civic Centre.

Led by **Selena Docherty, Locality Manager (London and South East), Skills for Care**, the event brought together care providers and professionals from across North West London for a full day of learning, collaboration, and networking!

The programme featured a range of expert-led sessions covering key topics such as medication guidance and best practice, CQC updates, UKVI compliance, and workforce development. Attendees also took part in interactive elements including a quiz and "World Café" discussions, encouraging shared learning and practical problem-solving.

The event highlighted the importance of partnership working and continuous professional development in strengthening the quality of care and supporting the workforce across the sector.

A sincere thank you to all speakers, partners, and attendees for their valuable contributions, and to Skills for Care for leading such an impactful event.

NWL Community Engagement: In-Reach and Outreach Activities

Care-experienced young people in Hounslow and Ealing.

The Academy is committed to creating meaningful opportunities for care-experienced young people across North West London, helping to build confidence, reduce barriers and provide accessible pathways into health and social care careers.

In July, the Academy delivered an engaging session for care-experienced young people in Hounslow, highlighting opportunities available through the Recruitment Hub, including work experience, volunteering and paid employment pathways.

The session generated strong interest, with young people exploring opportunities across the NHS and social care. Several participants have since started progressing towards opportunities in administration, social care and volunteering.

The event also strengthened our partnerships with local organisations, helping us reach more young people within the community. The Academy remains committed to providing inclusive and practical support, empowering care-experienced young people to take confident steps towards meaningful and sustainable careers.

Maida Vale Children's Center

The Academy team joined a Women's Support Group to connect directly with service users and showcase opportunities to take their next steps towards employment. The session highlighted pathways through the Recruitment Hub and the Work Experience Programme for 18–25-year-olds, alongside personalised one-to-one guidance.

The session was a valuable opportunity to build confidence, understand individual needs and connect participants with practical pathways into work.



Displaced International Recruitment Support– Brent Civic

The Academy hosted a successful sponsorship guidance and updates session, led by Kashif Majeed, Director at Aston Brooke Solicitors, with almost 40 candidates attending. The session provided an important opportunity for candidates to receive clear and up-to-date information on visa and sponsorship changes, as well as a better understanding of the current challenges surrounding the re-sponsorship process.

The face-to-face session also gave candidates the opportunity to connect with the team, ask questions and receive reassurance during what can be a challenging and uncertain period. Feedback from attendees was very positive, with many candidates highlighting how valuable it was to meet the team in person and receive further clarity and support.

Shaw Trust – NHS Health NWL - Health Care, Jobs & Skills Academy Talk

The session focused on exploring career opportunities within the NHS, highlighting the wide range of clinical, administrative and support roles available.

With around 10 attendees, the smaller group allowed for meaningful discussions, particularly around working within the NHS while managing musculoskeletal (MSK) conditions. Attendees received guidance on reasonable adjustments, declaring health conditions and accessing appropriate support throughout the recruitment process.

Many attendees were surprised by the variety of NHS opportunities available and welcomed the guidance provided. The NWL Health & Social Care Skills Academy reaffirmed its commitment to supporting participants to build confidence, navigate the application process and progress towards meaningful employment.

Workforce Development & Anchor Institutions Workshop

On 3 September, we participated in the North West London Acute Provider Group Workforce Development and Anchor Institutions workshop at St Mary's Hospital, bringing together colleagues leading recruitment, learning and workforce participation across the four Trusts.

The session focused on building a shared understanding of the work already underway across the group, particularly around widening workforce participation, apprenticeships, work experience, community recruitment and employment pathways. It also provided an opportunity to identify where we can collaborate more effectively, reduce duplication and build on existing strengths.

The West and North West London Health and Social Care Skills Academy highlighted its work supporting local communities, including young people who are NEET (Not in Education, Employment or Training), into skills and employment pathways.

The Recruitment and Talent Hub support this agenda through community recruitment, partnerships with local authorities, education providers and community organisations, talent pools and targeted recruitment initiatives, helping to create clearer and more accessible routes into NHS careers for local residents.

The workshop reinforced the importance of working collaboratively across the group to strengthen our impact as Anchor Institutions and widen access to NHS opportunities.

CLCH - Understanding the NHS

The West and North London Health and Social Care Skills Academy was pleased to support CLCH with the delivery of an Understanding the NHS session for their Work Experience students.

As part of their experience, the students had the opportunity to attend and take part in an introductory session exploring Understanding the NHS. The session gave them an insight into the subject, encouraged discussion and provided an opportunity to develop their understanding of its relevance within health and social care.

It was great to see the students engaging with the session, asking questions and gaining first-hand exposure to the learning and development opportunities available across the sector.

We hope the experience has helped to broaden their understanding of health and social care and inspired them to think about the wide range of career pathways available to them.



NWL Academy Health & Social Care Skills Update - Talent & Recruitment Hub

The Recruitment Hub continues to work in partnership with DTEC to create employment opportunities for Hounslow residents at West Middlesex University Hospital. Recent recruitment activity has successfully supported local people into NHS roles, with current campaigns including Oncology Scheduler (Band 4) and Imaging Healthcare Assistant (HCA). The Imaging HCA Assessment Day is taking place on 30 September 2026, while an assessment day for the Oncology Scheduler role will be announced shortly.

The team is also progressing recruitment for ISS roles, with Explore & Inform sessions scheduled for 26 and 29 October 2026, helping local residents learn more about NHS careers and available opportunities.

In addition, the Recruitment Talent Hub is working with the Volunteering Team at Chelsea and Westminster Hospital to recruit new volunteers this October. Volunteering offers a valuable opportunity to support patients, gain NHS experience and develop transferable skills. Those interested can join an Explore & Inform Session on 7 October, 2:00pm to 3:00pm via Microsoft Teams, to learn more about the volunteer opportunities available and how to get involved.

Don't miss out. [Click here](#) Signpost to register for the Explore & Inform Session.

Work Experience PLUS! – Referrals Now Open

The Work Experience PLUS! programme supports young people aged 18–25 who are NEET and living in North West London to gain practical experience in administration, digital skills and employability, while exploring career opportunities across health and social care.

We would be grateful if partners could share this opportunity across their networks and refer eligible young people who may benefit from the programme.

Please share the flyer for further information, or signpost [register here](#).



West and North London Health & Social Care Skills Academy

WORK EXPERIENCE PLUS!

Admin & Digital Skills in Social Care

Gain real workplace skills · Build your confidence · Take your next step

7, 8 and 9 October | **10:00am – 12:00pm each day** | **Microsoft Teams Fully Virtual** | **For 18–25 year olds who are not in education, employment or training (NEET), living in the North West London area.**

Learn Try it Build your confidence

Fully Virtual on Microsoft Teams

REGISTER NOW PLACES ARE LIMITED!

Secure your place today and don't miss this fantastic opportunity!

Scan to register

DAY 1 – 7 OCTOBER

Working in Administration

- Learn about the Administrator role in Social Care
- Hear from a guest speaker about their experience in Admin
- Professional communication
- Managing enquiries and appointments
- Confidentiality
- Accurate record keeping

Yoodli Workplace Challenge
GP Surgery Reception Simulation

DAY 2 – 8 OCTOBER

Digital Admin & Excel

- Meet our Digital Data Lead
- Discover how digital tools and data are used in the workplace
- Data Entry, Data Quality, Excel
- Sort & Filter, Duplicates, Pivot Tables and more

Data Detective Challenge
Put your new skills into practice with a workplace spreadsheet. Laptop or iPad with Excel required (or use Excel for the web for free)

DAY 3 – 9 OCTOBER

Get Ready for Work

- Recognise your transferable skills
- Add your work experience to your CV
- Use the STAR interview technique
- Talk confidently about your Admin and Digital skills

Yoodli Interview Challenge
Take part in a simulated Administrator Job Interview and practise answering real interview-style questions.

NHS Certificate on completion of all three days

Access to learning resources including Excel, Outlook, Administration content and more

Support with next steps through the West and North London Recruitment & Talent Hub

What you'll need:

- A laptop or suitable device
- A stable internet connection
- Microsoft Teams

For Day 2, you will need Excel. If you do not have Excel installed, you can use Excel for the web for free with a Microsoft account.

LEARN IT | TRY IT | BUILD YOUR CONFIDENCE | TAKE YOUR NEXT STEP

More than an experience... A brighter future

Notices

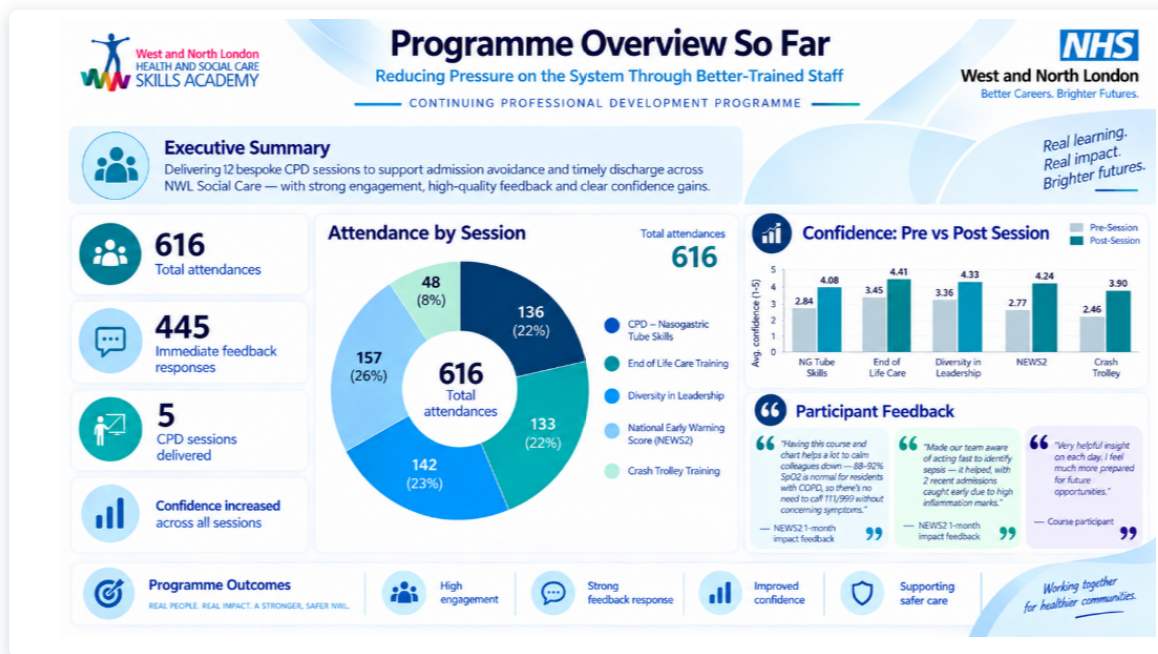
CPD Spotlight

Our Continuing Professional Development Programme continues to deliver strong results across North West London, supporting the social care workforce with practical, targeted training.

So far, 616 attendances have been recorded across five CPD areas, with 445 immediate feedback responses demonstrating strong engagement. Most importantly, confidence increased across every session, highlighting the positive impact of the training.

From NEWS2 and End of Life Care to NG Tube Skills, Diversity in Leadership and Crash Trolley Training, the programme is helping staff strengthen their knowledge, build confidence and contribute to safer, high quality care.

Real learning. Real impact. Brighter futures.



Health & Social Care Autumn Courses: Referrals Now Open

Our Autumn Health & Social Care courses (Levels 1–2) are now open for enrolment, offering a fantastic opportunity for individuals looking to take their first steps into the health and social care sector.

The courses are particularly suitable for people who are not currently working in Health & Social Care and would benefit from gaining recognised qualifications, sector knowledge and employability support.

Learners will also receive wraparound support, including English, maths, digital skills and employability, helping them build confidence, overcome barriers and progress towards sustainable employment.

Partners are encouraged to share this opportunity across their networks and refer suitable residents who are interested in starting a career in Health & Social Care.

ELATT is an award-winning London training provider with over 40 years experience of training and teaching people to move into work and further education through **free, funded** vocational courses.

ELATT Adult Study Programme

Vocational Courses:

- Business Admin and IT for the Office
- Digital (IT and Technology)
- Health & Social Care
- Hospitality
- Child and Youth Work

Wraparound Qualifications Matched to Your Level and Needs:

- English Functional Skills
- Maths Functional Skills
- Professional Development
- Digital Skills

Get support to find paid work, volunteering or work placement with guidance for up to 6 months after you finish.

Contact us to speak to a course advisor about your next step.

0800-0420-184

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Notices

Academy Podcast: Assemble You



Get More Done with Copilot: The Accelerator Series

Want to save time and work smarter with Microsoft 365? The Academy is promoting the Copilot Accelerator Series, a range of short, practical courses designed to help staff make the most of Microsoft Copilot in everyday tasks.

From Excel and PowerPoint to Word, Teams and Outlook, these bite-sized sessions provide practical tips and real-life examples to boost productivity and confidence. Each course takes less than an hour to complete.



Register now and don't miss out!

[share the link with your communities!](#)

Carers Support Training Programme

The NWL Health & Social Care Skills Academy, in partnership with Integrated Care Support Services, is offering a free online Carers Support Training Programme for unpaid and informal carers across North West London. The programme provides practical guidance, builds confidence in everyday caring responsibilities, and helps carers connect with local support services and resources.

Interested? Please share with your local communities to discover the support available to you.

Connecting Through Communication

Supporting people living with Dementia
1 October | 2:00pm to 4:00pm

[Book here](#)

Looking After Yourself

Nutrition, hydration, dental care, vaccinations, screening and managing appointments
12 October | 10:00am to 12:00pm

[Book here](#)

Medicines Management

Storage, record keeping, expiry dates, missed doses and community pharmacy advice
28 October | 10:00am to 12:00pm

[Book here](#)

Preventing Falls

At home and while out and about
11 November | 2:00pm to 3:30pm

[Book here](#)

Meet Your Carers Centre

Introduction to your local Carers Centre and the support available
26 November | 10:30am to 12:30pm

[Book here](#)

